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# HRO HIGHLIGHTS and TRAINING NOTES

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Human Resources Office

<http://amp.nrl.navy.mil/code1800/>

August 2000

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## Special Issue

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### Regionalization News Flash

In March 1999, a Highlights Special Issue announced that the NRL Human Resources Office (HRO) would be regionalized in July 1999. This time line, as well as several others, came and went without the HRO being regionalized with the Department of the Navy's (DON) Human Resources Service Center (HRSC)-Capital Region. There were a variety of reasons for the various postponements such as shortage of personnel to service NRL and postponement of new technology deployment designed to enhance servicing. The DON has now resolved many of the issues and has established 10 September 2000 as the new date for the NRL HRO regionalization with servicing being provided by the Human Resources Service Center-Northeast Region (HRSC-NE) located in Philadelphia, Pennsylvania.

Considering that over a year has passed since the first regionalization special issue, this Highlights reiterates and updates the information provided in that issue. While much of the information is the same, there are a number of new aspects of which you need to be aware. These include using an automated, web-based recruitment tool called RESUMIX to apply for NRL vacancies; retaining all student recruitment at NRL; and mailing your benefits (health and life insurance, retirement, Thrift Savings Plan (TSP), etc.) papers directly to the HRSC-NE.

This special issue is devoted to the changes you need to know about as we implement the Navy's Regionalization Plan for Human Resources

Management (HRM). Whether you are a manager seeking to hire a new employee, or an employee with questions about your benefits, regionalization will produce change in how you obtain the services you require. Roles and responsibilities of both the NRL HRO and employees will undergo changes during and after regionalization. Understanding the part played by all will assist you in getting the most from HRM programs and services.

On 10 September 2000, the operating work associated with completing many HRM actions, such as processing and effecting personnel actions, maintaining official personnel folders, providing generic training, advising employees about benefits and services, processing employee benefits actions (life and health insurance, TSP, and retirement), will be turned over to the HRSC-NE located in Philadelphia, PA. Because Philadelphia is a bit far to travel for generic training, the HRSC-Capital Region's generic training offerings, e.g., negotiating, handling conflicts, etc., will be available to NRL employees. It is expected that this generic training will be given at the Washington Navy Yard, just a few miles from NRL.

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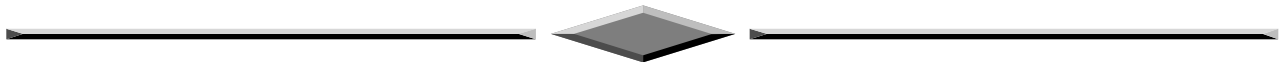
## Human Resources Office

The NRL HRO will serve as the primary interface with the HRSC-NE (except in the employee benefits area) and continue to provide advice, direct customer support, and management of local NRL HRM programs and services. In addition, all current approval authorities delegated to NRL managers and supervisors, e.g., the authorities to hire, retain, promote, pay, reward, discipline, and separate employees, will remain unchanged.

As a customer of the HRM community, you should expect high-quality support from both the NRL HRO and the HRSC-NE. Without a doubt, this regionalization process presents changes and issues to all concerned, and some HRM processes may be affected by short-term problems or delays as we implement regionalization. However, both the NRL HRO and the HRSC-NE are working closely together to anticipate and avoid or minimize any inconvenience to you. You can help us by keeping me informed of the level and quality of support provided to you. I can be reached at 202-767-3422; (DSN 297- 3422), or e-mail me at [bduffiel@HRO1.nrl.navy.mil](mailto:bduffiel@HRO1.nrl.navy.mil).

As you continue to read this issue of HRO Highlights, you will learn more about the changes resulting from the HRM Regionalization. I hope this information will assist you in your future contacts with the HRM community.

Betty A. Duffield  
Director, Human Resources Office



## History



Regionalization of Human Resources Management (HRM) services is a Department of Defense (DoD)-wide initiative driven by reductions in the DoD workforce and requirements to reduce infrastructure costs. Defense Management Review Decision (DMRD) 974, December 1992, initiated the regionalization effort. This DMRD called for the consolidation, in Phase I, of common civilian personnel policy regulations, and consolidation, in Phase II, of common civilian personnel functions under a DoD organization. In November 1993, Program Decision Memorandum (PDM) 61 was issued. PDM 61 directed DoD components to regionalize activity level civilian personnel functions to save manpower and resources; targeted a 1:100 component servicing ratio (personnelists to customers), and provided funding to enable components (Army, Air Force, Navy, and DoD) to stand up Regional Service Centers.

The DoN programmed the resource reductions identified in PDM 61 into the budget for Fiscal Years (FY) 1995 through 2003. The Comptroller of the Navy estimated total savings at approximately \$148 million through FY03, and \$40 million annually thereafter. These savings were based on reduced numbers (by approximately 45 percent) of personnel specialists and assistants; significant redesign of the processes and methods to deliver HRM products; and greater use of standardized automation.

## DoN Regionalization Structure



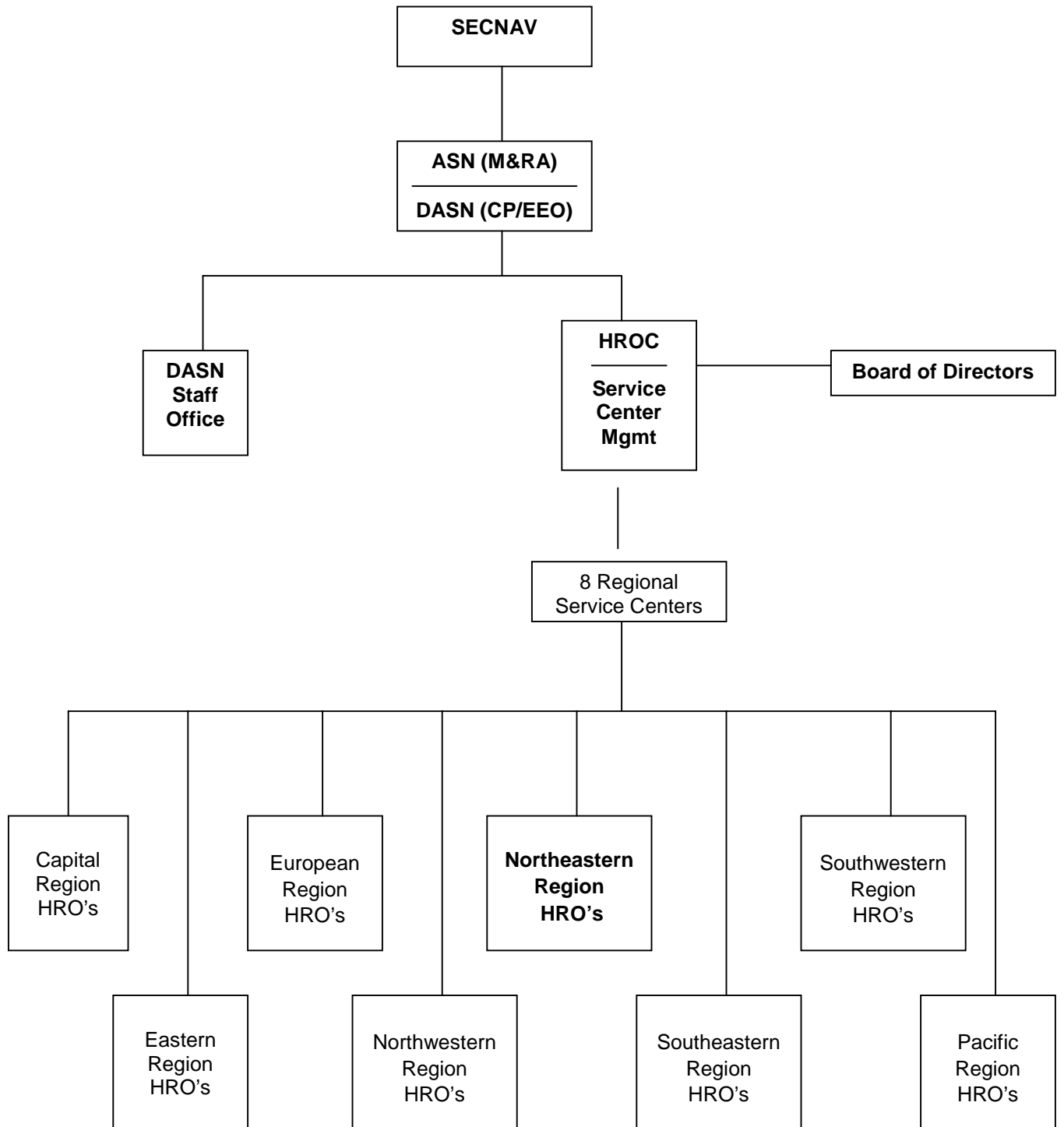
The DoN's new HRM organizational structure for regionalization is shown on page 4. Briefly, DoN personnel policy and management of regional operations centers resides with the Assistant Secretary of the Navy (Manpower and Reserve Affairs) (ASN (M&RA)). The Deputy Assistant Secretary of the Navy (Civilian Personnel/Equal Employment Opportunity) (DASN (CP/EEO)) is charged with carrying out these responsibilities. The DASN (CP/EEO) has a Staff Office that interprets and applies Federal personnel regulations; provides the DoN position on new or changed legislation and regulations; and coordinates implementation of regulations, policies, and programs Navy-wide.

To manage, oversee, and operate the eight DoN regional operations centers, (or Human Resources Service Centers (HRSC's)), the Human Resources Operations Center (HROC) was established and reports to the DASN (CP/EEO). Each of the eight HRSC's is headed by a Director who reports to the Director HROC and interfaces with each Navy activity HRO for whom the HRSC performs services.

Activity HRO's continue to serve as advisors and consultants on HRM to activity employees, managers, and supervisors as well as performing their new role as primary activity liaison to the HRSC's.

In addition to these organizations, the ASN (M&RA) established a customer service body, the Human Resources Service Delivery Board of Directors (BOD), to monitor HRM Regionalization and advise on its effectiveness. The Office of Naval Research (ONR) Executive Director and Technical Director represents both the ONR and the Naval Research Laboratory on the BOD.

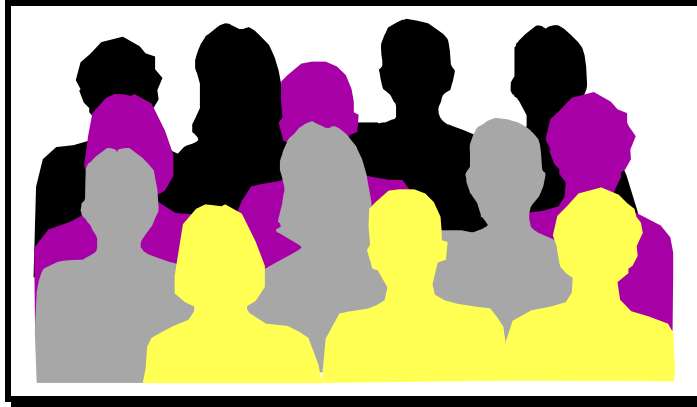




**Department of the Navy  
Human Resources Management Organizational Structure**

## Impact on NRL

Knowing that regionalization divides the HRM work previously provided by the NRL HRO between NRL and the HRSC-NE, the question to be answered now is "How will this affect me?" The changes can be categorized by four primary user groups - employees; managers, supervisors, and administrative officers; job applicants; and HRO staff. The major effects of regionalization on these groups is briefly described below. A more detailed breakout can be found in the Summary of Changes, pages 9 through 12.



### **Employees:**

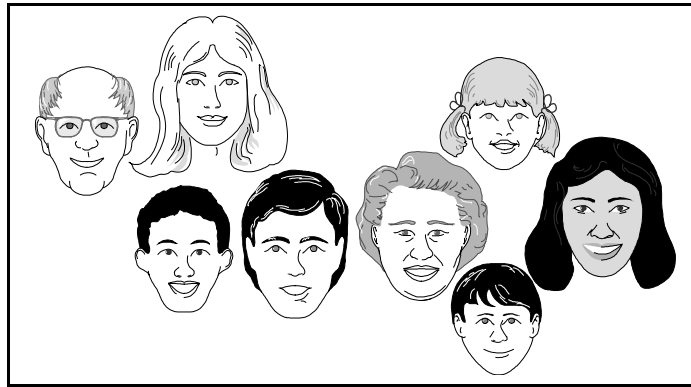
- Advice on and processing of benefit entitlements (retirement, life and health insurance, TSP, and survivor benefits) will be provided by HRSC-NE, mostly by telephone, until an interactive voice response system is developed. Employees will be responsible for mailing benefits papers directly to the HRSC-NE. As an alternative, the NRL Mail Service will forward items addressed to the HRSC-NE. However, you need to be aware that there could be a delay of 1 to 5 days because of pick up schedules, weekends and holidays before mail to the HRSC-NE is forwarded.
- Official personnel records will be maintained by the HRSC-NE. Up to 2 workdays may be needed to obtain and return records to the NRL HRO for review by employees. Current Notifications of Personnel Actions, SF-50s, will be printed out by NRL administrative officers for their employees.
- Employees may want to collect their employee copies of the documents, e.g., Official Notifications of Personnel Actions, life and health insurance enrollments, TSP elections, etc., filed in their Official Personnel Folder (OPF) and make an appointment to compare their employee copies with those in the OPF. Following the comparison, a request for copies of missing forms may be made. These requests would be completed on a first in-first out basis as time permits. To make an appointment, call the NRL HRO Records Processing Office on 404-8311.
- RESUMIX, an automated, web-based application will be used by employees, and in the future non-status applicants, to apply for NRL Vacancy Announcements.
- Some generic training such as Handling Conflicts, Negotiating to Win, etc., will be provided by the HRSC-Capital and may be held at their Washington Navy Yard training facility. This will be the only service provided by the HRSC-Capital to NRL.

### **Managers, Supervisors and Administrative Officers:**

- The DoD has mandated the use of an automated Personnel Process Improvement (PPI) Suite, which includes electronic preparation and routing of Requests for Personnel Actions (SF-52's) (known as PERSACTION), and on-line access to employee data for report preparation and timely information (known as the REGIONAL APPLICATION). All NRL divisions and offices are currently using this suite.

## Human Resources Office

- Several months after Regionalization, the PPI Suite, as well as the current Defense Civilian Personnel Data System (DCPDS), will be replaced by a Modern DCPDS (MDCPDS). This new system will require training for supervisors, managers, and administrative officers for processing Requests for Personnel Actions and for preparation of reports using a new management reporting application called COGNOS.
- The preparation and distribution of vacancy announcements, receipt and processing of applications, issuance of certificates of eligibles, and contacting and processing new hires will be done by the HRSC-NE once they have received direction from the NRL HRO. The NRL HRO will continue to work with NRL managers and supervisors in developing and preparing recruitment plans including types and classification of positions; determining applicant source, area of consideration, knowledges, skills, and abilities required, and qualifications; developing crediting plans; determining appropriate pay levels; and requesting recruitment incentives.



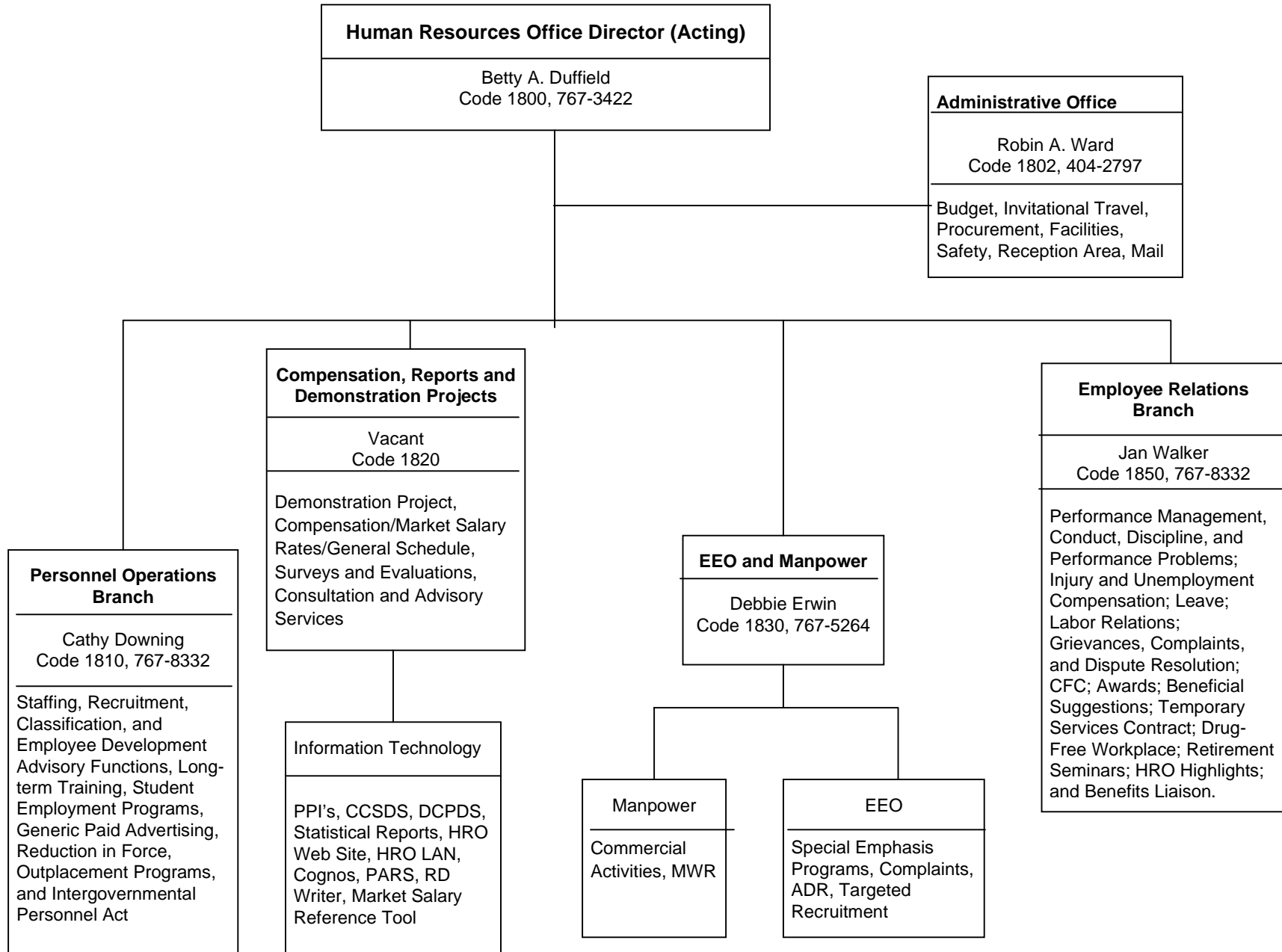
### **Job Applicants:**

- All applications for NRL positions, except positions filled under Student Employment Programs, either from current Government employees or non-government employees, will be processed by the HRSC-NE. The HRSC-NE staff will review applications for completeness, minimum qualifications determinations, processing under the appropriate vacancy announcement, and sending notifications of final disposition. NRL will continue to handle various Student Employment Programs such as the Student Career Experience Program (formally known as the CO-OP program), Student Temporaries, and summer hires.
- Once NRL hiring officials have made a selection and received the necessary approvals, the NRL HRO works with the HRSC-NE to complete the hiring process.

### **NRL HRO Staff:**

- Since work will be transferred to the HRSC-NE and redesigned processes should streamline work, the HRO staff for NRL will decrease. There will be 19 personnel specialists and assistants at NRL to serve as advisors, consultants, HRSC-NE liaisons, and HRM program managers and administrators.
- Many NRL personnel specialists and assistants will be providing services in more than one function. For instance, you will need to contact only one person to obtain assistance in staffing, classification, and employee development.

# NRL HRO Organizational Structure





### NRL's HRO

During and after regionalization, NRL will continue to have an HRO. HRO functions are located in various buildings. All NRL HRO functions except EEO are located in Building 72N. The EEO office is located in Building 71. The NRL HRO structure and key personnel are shown on the previous page. The three changes which have been implemented due to regionalization are (1) the merger of the Employee Development function with the Staffing and Classification functions, (2) the absence of the Compensation Section (Retirement, Life and Health Insurance, and Thrift Savings Plan); and (3) the absence of the Records Processing Section. These changes represent the work that transfers to the HRSC-NE.

### HRSC-NE

The HRSC-NE officially opened in January 1999. It occupies space in the Bourse Building, 111 South Independence Mall East, Philadelphia, Pennsylvania. Mr. John Conwell is the HRSC-NE Director. The center has a personnel complement that provides service to approximately 32,400 civilian employees of 190 activities in 24 states.

Before we turn the key to officially begin regionalization in September, we will provide a list of contacts, E-mail addresses, and fax and telephone numbers for your convenience. These HRSC-NE contacts will provide assistance to applicants in applying for jobs and to employees seeking benefits information. All other inquiries and issues will be handled by the NRL HRO Staff.

### RESUMIX...Navy's Automated Job Application Process

A new automated system called Standard Automated Inventory and Referral System (STAIRS) has been implemented at Navy's eight regional HRSC's. The main technology of STAIRS is RESUMIX, a software package that uses artificial intelligence to identify and match applicant skills to skills required for specific positions. Resumes are received electronically and flow to RESUMIX or are received via mail and scanned into RESUMIX.

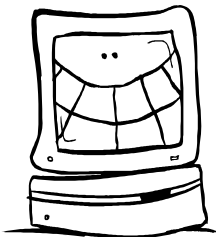
The benefits are numerous. Management is introduced to a streamlined crediting plan process, increased speed in filling vacancies, and access to a large inventory of applicants. Applicants receive a simplified application process with the ability to use one resume for multiple vacancies and increased job consideration.

When NRL regionalizes on 10 September 2000, RESUMIX becomes the primary recruitment tool for most NRL positions particularly those filled under the Merit Staffing Program. Vacancies will be advertised using RESUMIX requiring applicants to apply on-line or by following the approved resume format. RESUMIX replaces the old system of SF-171's and OF-612's. Currently, NRL management, union officials, and HRSC-NE employees are working together to insure a smooth transition.

Training and more detailed information on RESUMIX will be available for NRL employees beginning approximately one month prior to regionalization. If you'd like to get a head start on completing your on-line resume, visit the Navy website at [www.donhr.navy.mil](http://www.donhr.navy.mil) to use their on-line resume builder.



## What is the Modern DCPDS?



In 1999, the Department of Defense (DoD) began using a new, state-of-the-art, Human Resources (HR) information system to process personnel actions and maintain workforce data. The Modern Defense Civilian Personnel Data System (Modern DCPDS) capitalizes on the capabilities of new technology to improve and simplify processing of personnel actions, accessing civilian workforces information, and delivering civilian personnel services. Designed to be a single information system for all DoD civilian employees, the Modern DCPDS supports appropriated fund, non-appropriated fund, and local national human resources operations. The Modern DCPDS replaces a number of personnel information systems and applications in use today across DoD, including the current Defense Civilian Personnel Data System (also known as the legacy DCPDS) and some of the Personnel Process Improvement (PPI) Suite tools.

## Features and Advantages of MODERN DCPDS

The Modern DCPDS supports regionalization of services by quickly and efficiently flowing data across organizations and geographic locations. The system operates via a network environment (client-server, multi-tiered, distributed data platform in a open-systems environment). At the core is a relational database. The Modern DCPDS was designed to significantly improve the flow of, and access to, up-to-date information for managers and personnel professionals.

- Personnel actions are electronically routed, and easily tracked, between manager desktops, local personnel offices (HROs), and regional personnel service centers (HRSCs).
- Personnel information for civilian employees flows to Component regional databases that link to a central DoD database (from which aggregated Component and DoD information can be extracted).
- Managers and personnelists will be able to access up-to-date information---ranging from individual queries to summary workforce reports---from their desktop computers. Reduces inquiries from managers about the status of actions and requests for employee information and reports (because managers can get the information directly).
- Information flows to outside organizations, via interfaces, for such purposes as payroll and centralized reporting (e.g., DFAS, OPM).
- Redundant operations and unnecessary processes (e.g., duplicate data input) are eliminated. With its relational database, data already input flows and displays wherever it is used, and multiple systems update automatically.
- Standard windows format with easy point-and-click maneuvering. Words, pick-up lists, edits, and on-line help replace the codes, manual look-ups, and guesswork of the legacy DCPDS.
- Reduces reliance on paperwork. Electronic routing and instant on-line access to up-to-date information are important features of the Modern DCPDS.
- Employees will eventually have direct access to change pay and personnel data.



## REGIONALIZATION OF HRM SERVICES

### Summary of Changes

Function/Item	Change		New Division of Responsibilities	
	YES	NO	NRL Supervisor/HRO	HRSC-NE
<b>Staffing:</b> - Recruitment	X		<u>Supervisor:</u> - Determines recruitment requirements and methods - Makes selection decision - Sets pay  <u>HRO:</u> - Provides advice and guidance on crediting plans; vacancy announcements; knowledge, skills, and abilities; selective placement factors; qualifications; area of consideration; sources of applicants; pay ranges; recruitment incentives; required approvals; etc. - Liaison with HRSC-NE	Prepares and distributes vacancy announcements; receives applications; determines minimum qualifications; schedules rating panels, prepares certificates, processes papers to move selectees to new positions; closes out cases.
- Reduction in Force (RIF)	X		<u>Supervisor:</u> - Determines need, receives NRL approval  <u>HRO:</u> - Provides advice and guidance - Prepares RIF/SIP/VERA requests - Works with HRSC-NE	Executes RIF process, conducts outplacement assistance
- Priority Placement Program (PPP)	X		<u>Supervisor/HRO:</u> - Works with HRSC if possible matches	Manages PPP, requisitions resumes, works with HRO if possible matches
- Open Continuous Announcements	X		<u>Supervisor:</u> - Determines recruitment requirements - Makes selection decision - Sets pay  <u>HRO:</u> - Provides advice and guidance - Liaison with HRSC-NE	Maintains files, receives applications, determines qualifications, issues certificates, processes paperwork on selectees

Function/Item	Change		New Division of Responsibilities	
	YES	NO	NRL Supervisor/HRO	HRSC-NE
- Student Employment Programs	X		<u>Supervisor:</u> - Determines recruitment requirements - Makes selection decision - Sets pay <u>HRO:</u> - Provides advice and guidance - Receives applications - Counsels students - Liaison with HRSC-NE	Maintains files and records; processes paperwork on selectees.
- Invitational Travel		X		
- Permanent Change of Station/First Post of Duty Travel		X		
<b>Classification:</b>	X		<u>Supervisor:</u> - No change <u>NRL HRO:</u> -Classifies position	Executes paperwork to effect NRL classification decisions
<b>Position Management</b>		X		
<b>EEO</b>		X		
<b>Labor Relations</b>		X		
<b>Employee Relations:</b>				
- Performance-based, conduct, or disciplinary actions		X		
- Performance Management Program/Contribution-based Compensation System (CCS)	X		<u>Supervisor:</u> - No change <u>HRO:</u> - Provides advice, guidance, and assistance	Processes NRL performance appraisal/CCS decisions
- Injury Compensation		X		

## Human Resources Office

Function/Item	Change		New Division of Responsibilities	
	YES	NO	NRL Supervisor/HRO	HRSC-NE
<b>Benefits:</b>				
-Leave		X		
-Unemployment Compensation		X		
-Survivor Assistance	X		<u>Administrative Officer:</u> -Notifies HRSC-NE of death and provides death checklist	Contacts survivors and processes claims.
-Retirement	X		Brochures and forms in NRL Forms Store in Bldg. 222 for D.C., in Bldg. 1100 for NRL Stennis, and with Monterey, CA AO	Administers Program, provides counseling, processes forms
-Thrift Savings Plan	X		Same as above	Same as above
-Life and Health Insurance	X		Same as above	Same as above
<b>Awards:</b>				
-Honorary		X		
-Special Act, On- the-Spot, Time Off, ARPAD, Edison, E.O. Hulburt, Patent, and Invention Awards	X		Divisions electronically initiate using PERSACTION	Completes processing
<b>Employee Records:</b>				
-Official Personnel Folder (OPF)	X		HRO will request and provide to employee for review	Maintains OPF
-Employee Performance File (EPF)		X	Remains at NRL HRO	
-Notifications of Personnel Actions, SF-50s	X		AO's print current SF-50s to distribute to their employees	Prints SF-50s to file in Official Personnel Folders

Funtction/Item	Change		New Division of Responsibilities	
	YES	NO	NRL Supervisor/HRO	HRSC-NE
<b>Statistical Reports:</b>	X		Divisions can use REGIONAL APPLICATION to produce some reports specific to their division. NRL HRO still provides generic Lab-wide and one-time special reports	
<b>Training:</b>				
-Requests for Training	X		Division Heads approve and authorize training	
-Commercial Training costing \$2,500 or less	X		Divisions pay by completing DD-1556 and entering purchase card information in block # 37-Billing Instructions. Division also initiates Bank Card procurement request.	Enters into employee record
-Commercial Training > \$2,500	X		Divisions initiate supply procurement requests Supply Division procures. DD-1556 also required for student registration	Enters into employee record
-Managerial Supervisory On-Site Courses	X		NRL HRO procures class. Employee submits In-house nomination form to HRO	Enters into employee record
-Scientific/Technical Courses On-Site at NRL	X		Divisions initiate supply procurement requests. Supply Division procures. DD-1556 also required for student registration	Enters into employee record
-Career Counseling		X		
-Long-term Training		X		
-SEAP		X		